GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:339
ANSWERED ON:27.02.2008
GRIEVANCE COMMITTEES IN HOSPITALS
Mcleod Smt. Ingrid

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the High Court of Delhi has directed the Central Government to set up grievance Committees in all hospitals;

(b) if so, the details thereof; and

(c) the steps taken by the Government to implement the same?

Answer

MINISTER OF STATE FOR HEALTH & FAMILY WELFARE(SMT. PANABAKA LAKSHMI)

(a) to (c) Grievance Redressal Cells/Committees already exist in Central Govt. Hospitals under the Chairmanship of Addl. Medical Superintendents. To enable the public lodge written complaints/suggestions/grievances, various complaint boxes have been installed at various locations in the hospital premises. These boxes are opened periodically and then all complaints are put up before the grievance committee. The Grievance Committee meets every week/month to examine the same on the basis of action taken note received from concerned departments/sections on the complaints and accordingly decision/recommendation of the Grievance Committee is communicated to the administration for their redressal.